

**Child Support Advisory Board**  
**MINUTES**  
**September 9, 2004**

**Present**

2<sup>nd</sup> District, John Murrell  
3<sup>rd</sup> District, Betty Nordwind, Esq.  
4<sup>th</sup> District, Jean Cohen  
4<sup>th</sup> District, Maria Tortorelli  
5<sup>th</sup> District, Reginald Brass  
5<sup>th</sup> District, Susan Speir

Children and Family Services,  
Mary Jane Davis for Patti Griffin  
Child Support Services Department,  
Philip Browning, Director  
Department of Public Social Services,  
Rosie Ruiz  
CA Department of Child Support Services,  
Lupe Gonzales  
Superior Court, David Jetton

**Guests**

Lori Cruz, Deputy Director, CSSD  
Julie Paik, Deputy Director, CSSD  
Wayne Doss, CSSD

**Absent**

1<sup>st</sup> District, George Gliaudys, Jr., Esq.  
1<sup>st</sup> District, Jane Preece, Esq.  
2<sup>nd</sup> District, Paula Leftwich  
3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.

Chief Information Office,  
Jon Fullinwider  
Franchise Tax Board, Debbie Strong

**Staff Support**

Lee Millen, Board of Supervisors  
Peter Papadakis, Board of Supervisors

**CALL TO ORDER**

*Vice Chair Speir* called the meeting to order at 9:37 a.m.

**APPROVE MINUTES OF JULY 15, 2004**

On motion of Member Tortorelli, seconded by Vice Chair Speir and unanimously carried, the minutes of July 15, 2004, were approved with the following corrections: Pages 3, last paragraph, add, "Vice Chair Speir suggested that kiosks should have been placed in the community versus the CSSD Division offices."; and Page 5, first paragraph, "Mr. Golightly...disservice to ~~CSAB~~ CSSD staff present...".

**BOARD CHAIR'S REPORT – ITEMS FOR INFORMATION RECEIVED AFTER AGENDA PREPARATION**

There was none.

**DIRECTOR'S REPORT TO INCLUDE: County's Response to CPT; Budget; DPSS/CSSD Summit; and Employer's Forum**

Philip Browning, Director, CSSD, reported the following:

- Curt Child, DCSS, recently resigned, and Kathy Gaither has been appointed Chief Deputy; a new Director will be recruited;
- Nancy Stone, DCSS, was promoted and is replaced by Lupe Gonzales, Regional Administrator;
- The Legislature approved a \$1.3 million loan for Los Angeles County but it was vetoed by the Governor; currently working with the CAO to identify additional funding; the CSSD budget can not sustain current operations at present capacity;
- The California Performance Review (CPR) has been published; it includes the removal of the \$50 disregard and recommends privatization of child support operations; public hearings are being held today in San Diego and Los Angeles; CSSD departments have been instructed to report to their respective Board of Supervisors on how departments will be affected; large counties would be first in line to be privatized;
- The City of Baltimore has seen mixed results in privatizing their child support operations; County unions are opposed to any privatization and vendors are concerned; the County Board of Supervisors will take a position on the CPR and its affect on the County; staff does not recommend privatization; the state assessment finds that the County has a high cost effectiveness but low performance measures; however, the CAO's analysis of CSSD operations should be considered, including collection totals of \$700 million annually;
- About 400 staff recently attended a DPSS Summit;
- The Federal government wants the County to keep in contact;

Lupe Gonzales noted that the Federal office is very impressed that Co-Locate is stationed at CSAB work sites.

- The Quality and Productivity Commission recently awarded the CSSD a top 10 recognition for the DPSS-CSSD interface program;
- There is a 28% increase in collections, and a 58% increase overall during the last four years;
- The Employer Forum has trained over 1,000 employers that represent about 1 million employees; and good employer feedback on forums has been received.

**DCSS Report to include: Summary of CPR recommendations regarding DCSS and update on responses to same**

Lupe Gonzales, Regional Administrator, DCSS, reported the following:

- DCSS has not taken a position on the CPR report, however, if implemented the CSSD would become part of a mega department;
- Member Browning is the incoming President of the Child Support Services Association;

Discussion ensued on the CPR report. Ms. Gonzales advised that implementation of recommendations could take time, and Member Browning noted that the report proposed implementation next year.

- The DCSS' corrective action plan for CSSD is at the first phase and the third phase would cede operations to the state;
- DCSS' staff vacancies have been filled quickly and the department remains available to assist the County; and
- Project Leader began this past Tuesday under the direction of Diane Kaehler; the system will be implemented and begin operations in December 2004.

Lori Cruz, Deputy Director, CSSD, advised that the COAP program can compromise arrears under \$5,000.

### **PUBLIC COMMENT**

Vice Chair Speir reported that there are two written responses from the public (copy on file). Ms. Cruz agreed to respond to their inquiries.

### **PRESENTATION OF BPR DRAFT PLAN**

Julie Paik, Deputy Director, CSSD, reported on the BPR draft plan (copy on file); a complete copy was made available for review. Senior management and the unions have been invited to make suggestions, including CSSD employees and DCSS contacts. As was recommended, Dave Williams, a consultant, was hired for a brief period to provide his expertise in the redesign of child support operations; he demonstrated the "Campaigning" process, which is a new approach in managing ongoing change.

Wayne Doss, CSSD, reported that Member Bradley sat on the Committee that recommended Mr. Williams. Mr. Doss briefly explained the "Campaigning" process that can improve current collections, including the number of employers identified. Bill Farley, CSSD, presented a vivid demonstration of "Campaigning" as analogous to improving customer service and revenue in a restaurant.

Mr. Doss noted that staff visited two counties that are using the "Campaigning" process; it can produce positive results in Los Angeles County.

The Board voiced concern on the necessary funding required to implement recommended changes, the lack of time sensitive reports, the lack of an in-depth approach to resolve concerns, and the time-frame required to convert the Encino operation. Ms. Paik reported that Mr. Williams' efforts provided staff with the methodology to implement necessary changes, and specific areas of concern in the

Encino operation will be addressed. Member Browning advised that staff operations is a culture that has begun to change and will continue to change over time.

Ms. Paik advised that the BPR plan should be finalized by October 31, 2004; any suggestions/comments should be forwarded to her or Wayne Doss. In response to Vice Chair Speir, staff will provide more detailed information regarding the BPR, Chapter 4, page 23. Also, questions on Page 25 will be addressed, and Ms. Cruz advised that a contact list has been distributed to each office to avoid delays.

Ms. Paik noted that a centralized intake will assist in improving collections. In response to Member Murrell, Ms. Paik advised that Sheryl Spiller will reconvene meetings with process servers to identify problems; and CCW has been encouraged to speed up the court process.

#### **NOTICE TO CLIENTS REGARDING COMPROMISE OF ARREARS**

Lori Cruz reported on the notice to clients regarding the two compromise of arrears programs (copy on file); the programs began January 2004. One of the programs is for foster care and the other is I-COAP. Vice Chair Speir indicated that the experience with her clients on the foster care program had been positive but she did not believe that the COAP was meaningful and indicated that the LCSA should not focus their resources on this program as her experience was that the clients could not come up with a lump sum. She hoped that the COAP would be more helpful. Member Gonzales advised that Fresno and Santa Clara's program is doing well and collections are at \$1.2 million to date.

#### **REPORT ON CONTENT OF INFORMATION AND LOCATION OF KIOSKS**

Lori Cruz reported on Kiosks locations and briefly explained the Kiosk script (copy on file). Member Browning advised that many communities lacked the technological capabilities to house Kiosks at certain locations. Member Murrell suggested that kiosks should be placed in DPSS offices, and Member Browning agreed to provide a stat update on kiosks next month.

#### **REVIEW AND DISCUSS PERFORMANCE MEASURES**

Member Nordwind briefly commented on the Federal Performance Measure Report, Percent of Cases with Collections; 25% of caseloads are collected in Los Angeles County. Member Browning reported that 200,000 cases have been closed and the number of cases will increase; not only low-income TANF cases but middle income cases too.

#### **ADJOURNMENT**

The meeting adjourned at 11:48 a.m.